

CLAIMS

1 1. A system for propagating exclusion records between a
2 plurality of distributed call centers, each said call center
3 including a computer telephony integration (CTI) system having a
4 dynamic data record exclusion system, said dynamic data record
5 exclusion system having at least one exclusion table, said
6 plurality of call centers linked over a computer network, said
7 said system comprising:

8 an exclusion record exporter and an exclusion record
9 importer interfacing each said dynamic data record exclusion
10 system for transferring exclusion records between said
11 distributed call centers.

1 2. The system of claim 1, wherein said exclusion record
2 exporter includes a transfer file for receiving and storing at
3 least one exclusion table including at least one exclusion record
4 from said dynamic data record exclusion system.

1 3. The system of claim 2, wherein said exclusion record
2 exporter further includes a file transfer engine for transferring
3 said transfer file to at least one distributed call center CTI
4 system.

1 4. The system of claim 3, wherein said file transfer
2 engine comprises a file transfer script.

1 5. The system of claim 4, wherein said computer network
2 comprises a global computer network (Internet) and said file
3 transfer script comprises a file transfer protocol (FTP) script.

1 6. The system of claim 3, wherein said exclusion record
2 importer includes a defined directory for receiving at least one
3 transfer file transferred to said exclusion record importer from
4 at least one exclusion record exporter interfacing said at least
5 one distributed call center dynamic data record exclusion system.

1 7. The system of claim 6, wherein said exclusion record
2 importer further comprises an import engine for searching said
3 defined directory to identify if said defined directory includes
4 at least one new transfer file.

1 8. The system of claim 4, wherein said file transfer
2 engine further comprises an export temporary table, a control
3 table, a call center list table, a main script, and an export
4 script.

1 9. The system of claim 7, wherein said import engine
2 comprises a search script, an import script, and an import
3 temporary table.

1 10. The system of claim 8, wherein said call center list
2 table comprises an address field for holding an address of a call

3 center to which at least one exclusion record should be sent and
4 a date/time field for holding a date and time that a last
5 exclusion table was sent.

1 11. The system of claim 8, wherein said control table
2 comprises: a name field for holding a name of an exclusion table
3 that should be exported to said plurality of networked call
4 centers; a record number field for holding a record number for a
5 last exclusion record that was exported to said plurality of
6 networked call centers; and a date/time field for holding a date
7 and time for that said last exclusion record that was exported to
8 said plurality of networked CTI systems.

1 12. The system of claim 8, wherein said export temporary
2 table comprises: a record number field for holding at least one
3 record number for an exclusion record to be exported received
4 from said exclusion table; a date/time field for holding a date
5 and time that said at least one exclusion record was added to
6 said exclusion table; and an exclusion data field for holding
7 exclusion data for each exclusion record received from said
8 exclusion table.

1 13. The system of claim 9, wherein said import temporary
2 table comprises: a record number field for holding at least one
3 record number for an exclusion record to be imported from at
4 least one of said plurality of networked call centers; a

5 date/time field for holding a date and time that said at least
6 one exclusion record was added to said exclusion table; and an
7 exclusion data field for holding exclusion date for each imported
8 exclusion record.

Sub P17
1 14. A method of propagating exclusion records between a
2 plurality of distributed call centers, each said call center
3 including a computer telephony integration (CTI) system having a
4 dynamic data record exclusion system, said dynamic data record
5 exclusion system having at least one exclusion table, said
6 plurality of call centers linked over a computer network, said
7 said method comprising the steps of:

8 maintaining at least one exclusion table in said first call
9 center's dynamic data record exclusion system, said at least one
10 exclusion table for holding at least one exclusion record;

11 sending said at least one exclusion table including said at
12 least one exclusion record and a list of distributed call center
13 CTI systems to which said at least one exclusion table should be
14 exported to an exclusion record exporter;

15 saving said at least one exclusion table including at least
16 one exclusion record to be exported in a transfer file;

17 transferring said transfer file to a defined directory at
18 said at least one distributed call center CTI system;

19 searching, using an exclusion record importer, said defined
20 directory to identify if at least one new file has been
21 transferred to said defined directory; and

22 copying said at least one exclusion table including at least
23 one exclusion record stored in an identified new transfer file to
24 an appropriate exclusion table maintained in said distributed
25 call center CTI system's dynamic data record exclusion system.

2025 RELEASE UNDER E.O. 14176